

*Shaping the Future of EMS
in California*

*Vision Working Group D
System Evaluation and Improvement*

EMS System Standards and Guidelines

Section 160: *EMS System
Evaluation and Improvement*

***(Proposed)* Table of Contents**

October 2002

EMS System Standards and Guidelines

Section 160 - EMS System Evaluation and Improvement

Table of Contents (Proposed)

*Following is the proposed minimum documentation list required for a complete and comprehensive EMS Evaluation and Improvement System. The documents in “**bold**” type have been, or will be completed through the Vision Process. The remaining documents need to be completed following the completion of the Vision Project.*

SECTION

- 160 State EMS Data Collection, Evaluation and Quality Improvement System Overview
- 161 State EMS Authority Assessment Guidelines
- 162 Local EMS Agencies Assessment Guidelines**Attachment I
- 163 State EMS Data Set** Attachment II
- 164 * State EMS Data Collection and Reporting Process Guidelines
- 165 State EMS System Evaluation Guidelines (EMS Quality Indicators), . . . Attachment III**

System Performance

Training Programs Data Indicators
Dispatch Data Indicators
First Response Data Indicators
Ambulance Transport Provider Data Indicators
Special Response Services Data Indicators
Base Hospital Data Indicators
Receiving Hospitals Data Indicators
Specialty Care Services Data Indicators
Disaster/Multi-Casualty Incidents Data Indicators
System Performance Evaluation Process

Quality of Care

Treatment Protocols Compliance Indicators
Skill Success Rates Indicators
Quality of Care Evaluation Process
Treatment Protocols Evaluation Process

* DUE FOR COMPLETION BY APRIL 2003

Customer Satisfaction

Customer Satisfaction Indicators

Customer Satisfaction Evaluation Process

Cost of Services

Cost of Service Indicators

Cost of Services Evaluation Process

166 ** State EMS CQI Guidelines (Preliminary Draft) Attachment IV

167 State EMS System Evaluation Training Guidelines

168 EMS Research Guidelines

**** THIS DOCUMENT IS A DRAFT WHICH IS STILL IN THE PROCESS OF DEVELOPMENT BY THE
PARAMEDIC TASK FORCE. IT HAS NOT BEEN FULLY REVIEWED OR APPROVED BEYOND THE
“CONCEPT STAGE” BY THE SYSTEM EVALUATION AND IMPROVEMENT VISION GROUP.**